



King County

Executive Branch
Information Technology –
Performance Measurements

2009 Summary



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Executive Summary

The King County Executive Branch IT Performance Measurement Program was established in late 2007. The initial focus was on activity in Central IT (OIRM). In 2008, the program expanded to include all Executive Branch IT (KCIT). In 2010, the program plans to leverage automated tools, including the recently implemented Enterprise Service Desk and Equipment Monitoring (Orion) to help automate data collection.

In 2009, the Performance Measurement Program continued to show a strong number of measures that meet or exceed their commitments (86 percent). Each year, all performance measurements are reviewed for continued relevancy and adjustments are made to continually develop and improve the program's overall effectiveness.

Figure 1 below shows an overall summary of 2009 performance measurements status in the Executive Branch.

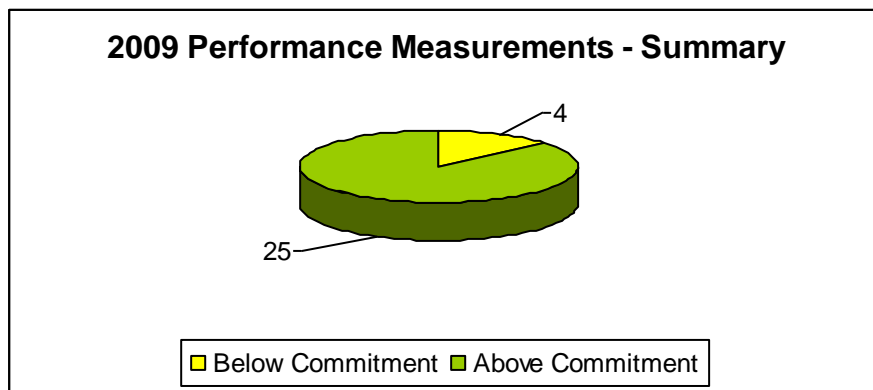


Figure 1. 2009 Executive Branch Performance Measurements – Overall Summary

Figure 2 below shows the 2009 measurements across Central IT and Departmental IT.

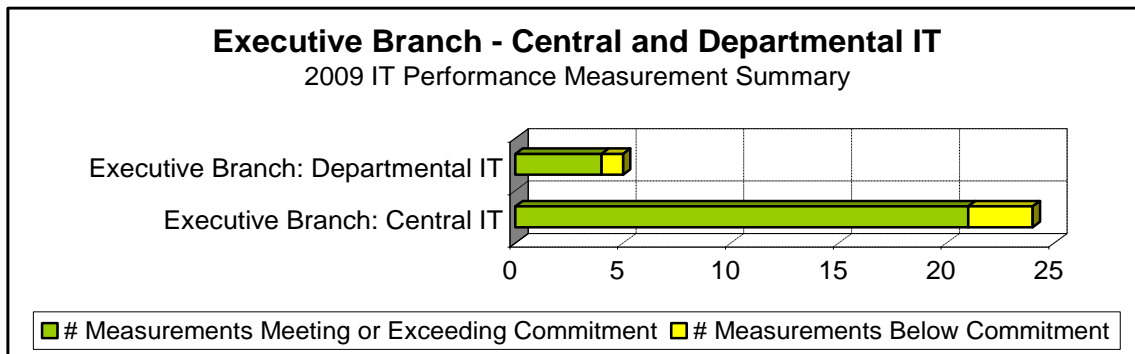


Figure 2. 2009 Executive Branch Performance Measurements – Summary by Central and Departmental IT

The majority of the 2009 performance measurements were collected within Central IT and relate to enterprise-wide services provided by Central IT. The KCIT departments report on measurements associated with services provided at the department level.

Additional performance commitment information is available on the Performance Measurement site at: http://kcweb.metrokc.gov/oirm/performance_measurement.aspx.

Executive Branch: Central IT (OIRM) – Summary

Figure 3 illustrates the status of 2009 *customer service* commitments for Central IT.

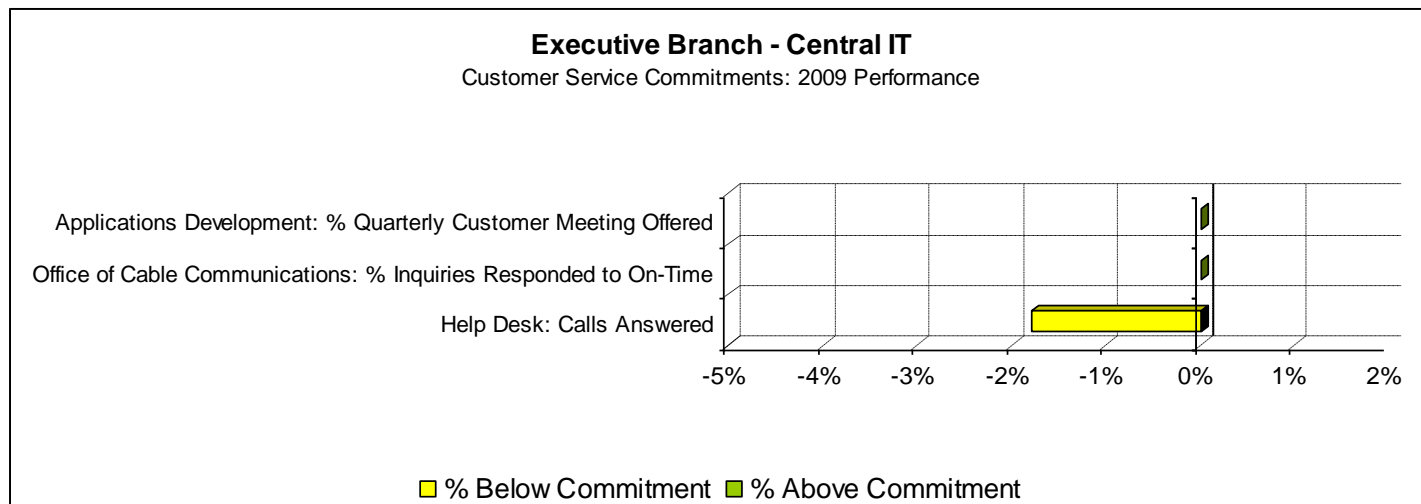


Figure 3. 2009 Central IT Performance Measurements – Customer Service

The “help desk calls answered” metric missed its commitment, in part due to a decision to increase the commitment from 90 percent answered calls in 2008 to 95 percent answered calls in 2009. If the commitment had remained at 90 percent, this measurement would have exceeded its goal.

All service delivery commitments for Central IT met or exceeded their goals. Figure 4 illustrates the status of 2009 *service delivery* commitments for Central IT.

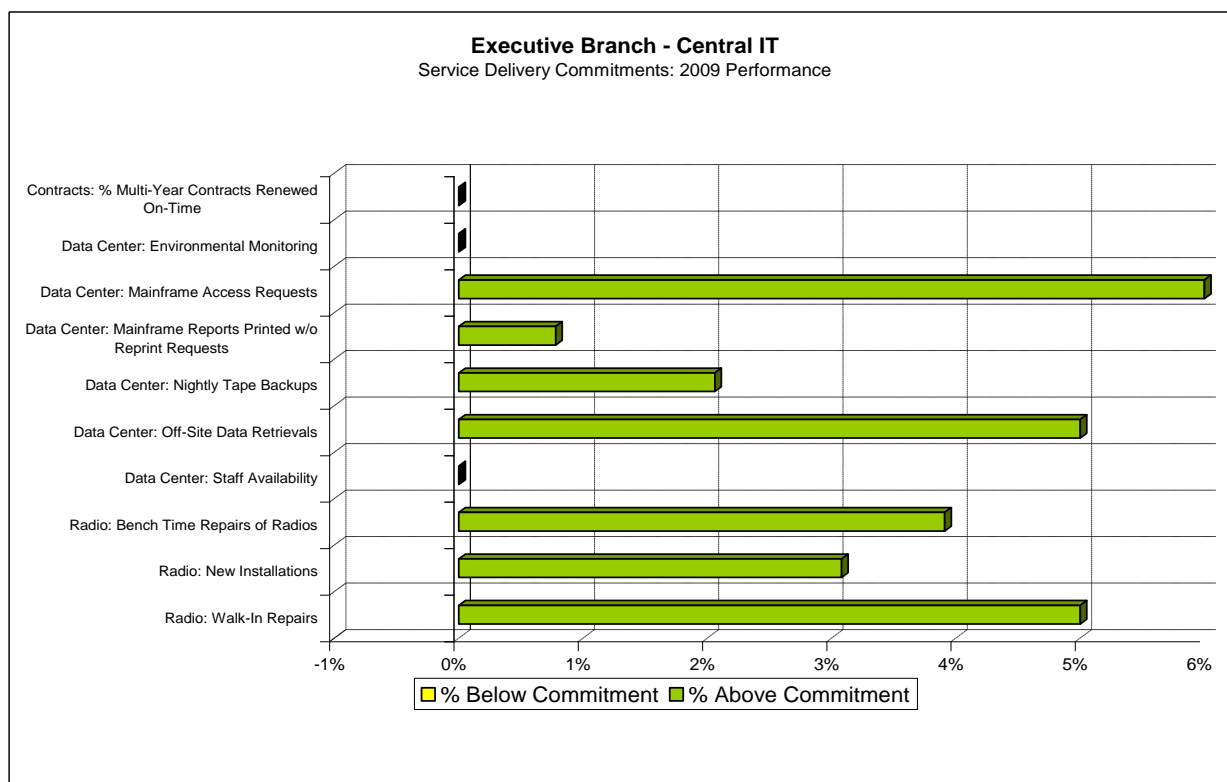


Figure 4. 2009 Central IT Performance Measurements – Service Delivery

Figure 5 illustrates the status of 2009 *availability* commitments for Central IT.

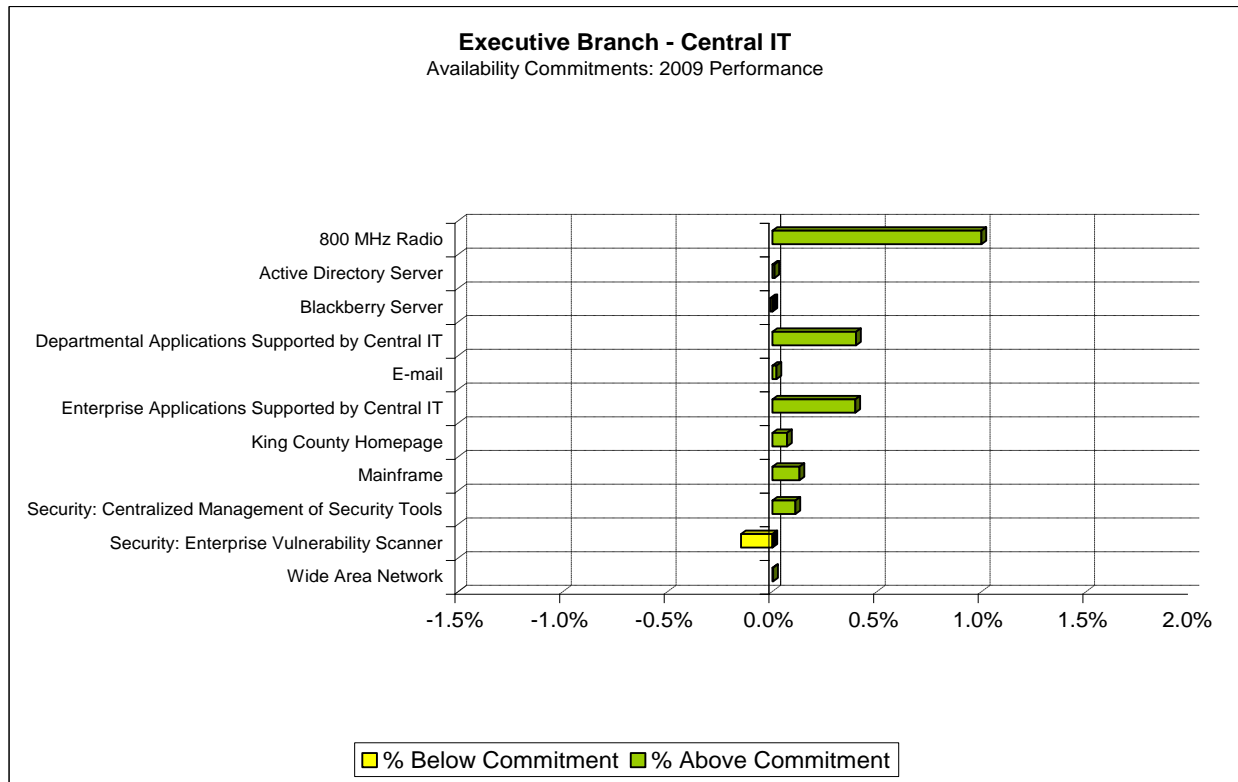


Figure 5. 2009 Central IT Performance Measurements – Availability

The Blackberry server availability just missed its commitment by 0.01 percent. The server was re-started twice early in the year to address minor technical events. In addition, the server had planned downtime for nearly seven hours as part of the relocation to the Sabey Data Center.

The Enterprise Vulnerability Scanner was unavailable during two extended periods during the year. The first occurred in conjunction with a patch update, and the other occurred when the server was relocated to the Sabey Data Center. In both instances, the county's vulnerability scanner was available locally and within departments and the county was not placed at risk.

Executive Branch: Departmental IT - Summary

Performance measurements are collected at the department level and then summarized as the average of all departments that report on the commitment.

Figure 6 below shows the status of 2009 commitments for departmental IT.

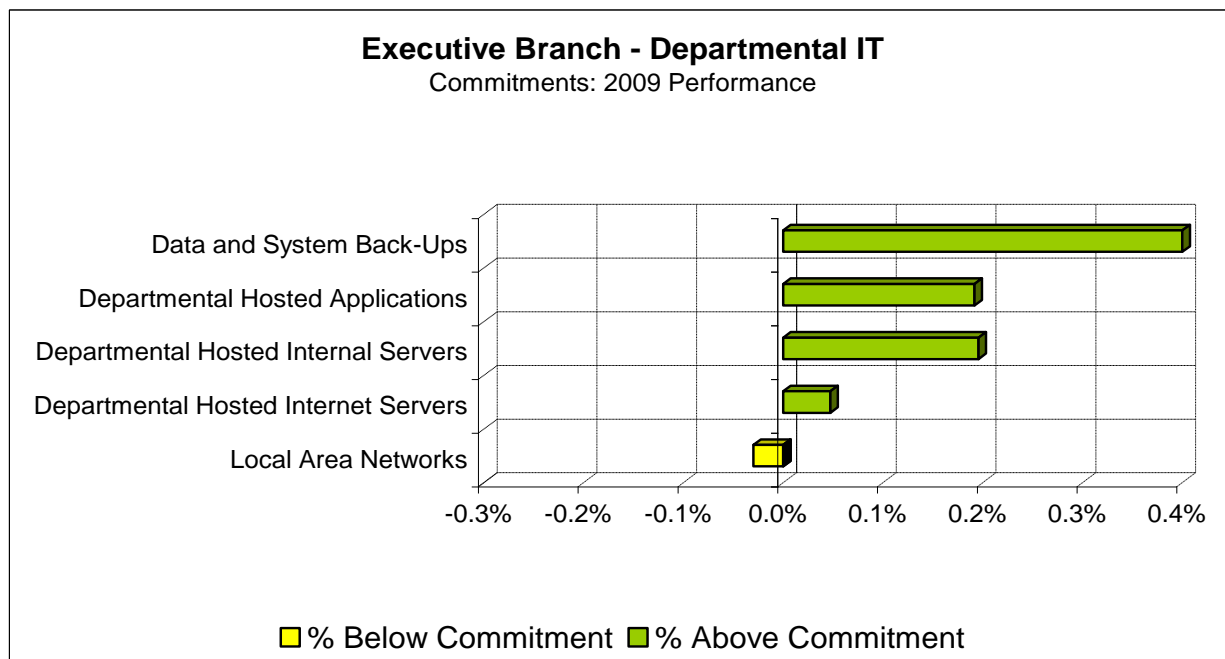


Figure 6. 2009 Departmental IT Performance Measurements – Availability

The Local Area Network (LAN) metric missed its commitment by 0.03 percent. This is in part due to the very high commitment level set at 99.99 percent. It is also due to the way that data for this measure is collected and reported, which focuses on exceptions rather than on the entire local area network.

Another important note is that although departments are responsible for reporting on this measurement, they rarely have responsibility for bringing the LAN online. Improvements associated with the commitment level, the data collection, and overall calculation are under consideration as part of the 2010 program.

Appendix A: Central IT (OIRM) – Details

Customer Service	Description	Commitment	Actual	Variance
Help Desk: Calls Answered	% Calls Answered by the Central Service Desk	95.0%	93.2%	-1.8%
Office of Cable Communications: % Inquiries Responded to On-Time	% Inquiries Responded to w/in 10 Calendar Days	100.0%	100.0%	0.0%
Applications Development: % Customer Meetings Offered on a Quarterly Basis	% Customers of Central IT's Application Group Given Opportunity to Meet	100.0%	100.0%	0.0%
Availability	Description	Commitment	Actual	Variance
800 MHz Radio Availability	% Calls that are Able to Be Completed on the First Attempt	99.0%	99.999%	0.999%
Active Directory	% Availability of Active Directory Server	99.99%	100.00%	0.01%
Blackberry Server	% Availability of King County's Blackberry services server	99.9%	99.89%	-0.01%
Departmental Applications Supported by Central IT	% Availability of Departmental applications that are hosted by Central IT, does not include any downtime associated with the hardware that the applications reside on	99.6%	100%	0.4%
E-mail	% Availability of the four e-mail servers, includes scheduled and unscheduled downtime	99.9%	99.92%	0.02%
Enterprise Applications	% Availability of the application, includes scheduled and unscheduled downtime, does not include downtime of the hardware the applications reside on	99.6%	99.997%	0.40%
King County Homepage	% Availability of the www.kingcounty.gov URL used by the public to access King County's homepage	99.8%	99.87%	0.07%
Mainframe	% Availability, includes scheduled and unscheduled downtime	99.7%	99.83%	0.13%
Centralized Management of Security Tools (Foundstone)	% Availability of the server providing this service, includes scheduled and unscheduled downtime	99.8%	99.9%	0.1%
Enterprise Vulnerability Scanner (EPo)	% Availability of the server providing this service, includes scheduled and unscheduled downtime	99.8%	99.65%	-0.15%
Wide Area Network	% Availability at the Core, Distribution, and Access Layers, includes scheduled and unscheduled downtime	99.99%	99.994%	0.004%
Service Delivery	Description	Commitment	Actual	Variance
Contracts: % Multi-Year Contracts Renewed On-Time	% Multi-Year IT Contracts Renewed within 2 Days of Expiration	100%	100%	0%
Data Center: Environmental Monitoring	% of Hours the Data Center's Environment (temperature, humidity, etc.) is monitored	100%	100%	0%
Data Center: Mainframe Access Requests	% Mainframe Access Requests Completed On-Time	90%	98.6%	8.6%
Data Center: Mainframe Reports Printed w/o Reprint Request	% Mainframe Reports that Are Printed without the Customer Requesting a Reprint	99%	99.78%	0.78%
Data Center: Nightly Tape Backups	% Nightly tape back-ups that are successful	97%	99.06%	2.06%
Data Center: Off-Site Data Retrievals	% of Emergency Off-Site Data Retrievals Completed On-Time (3 hours)	95%	100%	5%
Data Center: Staff Availability	% of hours the Data Center is staffed	100%	100%	0%
Radio Shop: Bench-Time Repairs	% Bench-Time Repairs Completed within 15 Business Days; excludes approved exceptions	95%	98.9%	4%
Radio Shop: New Installations	% New Installations Completed within Five Business Days (excludes approved exceptions)	95%	98.1%	3%
Radio Shop: Walk-In Repairs	% Walk-In Repairs complete within 45 minutes (excludes repairs that require parts that are not in-stock or that require in-depth troubleshooting)	95%	100%	5%

Appendix B: Departmental IT – Details

Availability	Description	Commitment	Actual	Variance
Departmental Hosted Applications				
Average Values of all Departments Reporting on this Measurement		99.60%	99.79%	0.19%
% Availability - DAJD	Departmental Hosted Applications captures the availability of applications hosted by the departments (rather than Central IT). The commitment varies by Department and ranges from 99.6% to 99.9%.	99.60%	99.88%	0.28%
% Availability – DCHS		99.60%	99.98%	0.38%
% Availability – DDES		99.60%	99.97%	0.37%
% Availability – DES		99.60%	99.53%	-0.07%
% Availability – DNRP		99.60%	99.80%	0.20%
% Availability – DPH		99.60%	99.59%	-0.01%
Departmental Hosted Internal Servers				
Average Values of all Departments Reporting on this Measurement		99.77%	99.97%	0.20%
% Availability - DAJD	Departmental Hosted Internal Servers captures the availability of servers that are hosted by the departments (rather than Central IT). The commitment varies by Department and ranges from 99.7% to 99.9%.	99.80%	99.99%	0.19%
% Availability – DCHS		99.70%	99.99%	0.29%
% Availability – DDES		99.90%	99.99%	0.09%
% Availability – DES		99.70%	99.97%	0.27%
% Availability – DNRP		99.70%	99.94%	0.24%
% Availability - DOT		99.90%	99.899%	-0.001%
% Availability – DPH		99.70%	99.99%	0.29%
Departmental Hosted Internet Servers				
Average Values of all Departments Reporting on this Measurement		99.80%	99.85%	0.05%
% Availability - DAJD	Departmental Hosted Internet Servers captures the availability of servers that are hosted by the departments (rather than Central IT) that have web content on them. The commitment varies by Department and ranges from 99.7% to 99.9%.	99.70%	99.89%	0.19%
% Availability – DCHS		99.70%	99.94%	0.24%
% Availability – DDES		99.90%	99.94%	0.04%
% Availability - DES		99.80%	99.24%	-0.56%
% Availability – DNRP		99.80%	99.99%	0.19%
% Availability - DOT		99.90%	99.93%	0.03%
% Availability – DPH		99.80%	100.00%	0.20%
Local Area Networks				
Average Values of all Departments Reporting on this Measurement		99.98%	99.95%	-0.03%
% Availability - DAJD	Local Area Network Availability captures downtime at the local area network level. When a site experiences downtime, it can be the responsibility of Central IT, Departmental IT, or an outside organization (such as the power company) to restore power. The commitment varies by Department and ranges from 99.80% to 99.99%.	99.90%	100.00%	0.10%
% Availability – DCHS		99.99%	99.99%	0.00%
% Availability – DDES		99.99%	99.96%	-0.03%
% Availability - DES		99.99%	100.00%	0.01%
% Availability – DNRP		99.99%	99.93%	-0.06%
% Availability – DPH		99.99%	99.79%	-0.20%
Service Delivery				
Nightly Back-Ups				
Average Values of all Departments Reporting on this Measurement		96.40%	97.63%	1.23%
% Successful Nightly Back-Ups – DAJD	Nightly Back-ups captures the % successful nightly tape back-ups conducted by departmental IT (rather than Central IT). The commitment varies by department and ranges from 95% to 98%.	98.00%	99.72%	1.72%
% Successful Nightly Back-Ups – DCHS		95.00%	96.12%	1.12%
% Successful Nightly Back-Ups – DDES		95.00%	98.00%	3.00%
% Successful Nightly Back-Ups – DNRP		95.00%	98.59%	3.59%
% Successful Nightly Back-Ups – DOT		99.00%	95.70%	-3.30%
% Successful Nightly Back-Ups – DPH		95.00%	99.99%	4.99%

Appendix C: Definitions

Availability: *Based on 24 hour availability 365 days per year (8760 hours)*

- **99.999%** = 8759 hours, 55 minutes (5 minutes downtime)
- **99.99%** = 8759 hours (53 minutes downtime)
- **99.9 %** = 8751 hours (8.8 hours downtime)
- **99.8%** = 8742 hours (17.5 hours downtime)
- **99.7%** = 8734 hours (26.3 hours downtime)
- **99.6%** = 8725 hours (35.0 hours downtime)
- **99.5%** = 8716 hours (43.8 hours downtime)

Enterprise: Anything that crosses organizational boundaries at the department level and applies to more than one department within King County.

Scheduled Downtime: Downtime that is coordinated and agreed upon by impacted customers and advanced notice is provided to all affected users.

Unscheduled Downtime: Downtime that is not planned or forecasted and consequently not coordinated with customers.